



**State of Utah**  
**SERVICE LEVEL AGREEMENT**

**Agreement Number: 4210.00.11**

**BETWEEN**  
**THE DEPARTMENT OF TECHNOLOGY SERVICES**  
**AND**  
**THE DEPARTMENT OF COMMUNITY AND CULTURE**

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**Effective Date:** From: July 1, 2010 to: June 30, 2011  
**Amended Date:**

**PURPOSE**

This document defines and clarifies major information technology products and services provided by the Department of Technology Services (DTS) in support of the business objectives of the Department of Community and Culture (DCC).

**CONTACT INFORMATION**

**Agency IT Director:** Jolet Olsen  
**Phone:** 801.715.6701  
**E-mail:** [joletolsen@utah.gov](mailto:joletolsen@utah.gov)

**KEY BUSINESS PRODUCTS AND SERVICES**

The key business products and services listed below will be provided to DCC. Detailed information can be found in the applicable product description.

**Key Products and Services**

- **Application/web development & Support**
  - DCC Application Development and Web Design 4210.02.11
  - DCC Contribute Web Publishing Services Support 4210.03.11
  - DCC Development and Web Consultation 4210.05.11
  - GIS Web-based Applications 6010.09.11 (UDSH on ArcGIS)
  - HCD WebGrants Grants Management 4210.06.11
  - Salesforce.com
- **Desktop Support**
  - DTS Desktop Services 2321.01.11
  - DCC Desktop Services 4210.04.11
  - DCC/Library Digital Recording Program

- **Application/Web Hosting**
  - DTS Application Hosting on DTS Provided Equipment 2721.01.11
  - DTS Data Center Rack Space 2863.01.11
  - DTS Server Administration 2312.01.11
  - DTS Shared Application Hosting 2868.01.11
- **LAN/WAN Network Management**
  - DTS Network Services 2382.01.11
- **Security**
  - DTS Enterprise Information Security 2362.01.11
- **Agency Services**

## PERFORMANCE

As part of the Governor's efforts to reduce costs, support the green initiative, and improve operating efficiency DTS will continue to optimize its environment through FY 2011.

As we continue optimization of IT services, DTS recognizes that DCC has unique IT requirements and skill requisites necessary to support the agency's business services.

It is the responsibility of the DTS IT Director assigned to DCC to ensure the unique IT skill sets required to support DCC are identified in order for DTS to provide the resources essential for DCC's business success.

DTS is therefore committed to support the agency IT Director by providing the skills and services necessary to enable DCC business success.

With this scenario in place, DTS commits to delivering services as defined in this SLA and applicable product descriptions, including meeting the defined service level metrics.

While service-specific metrics may be defined in individual product descriptions, the DCC IT Director and DTS Chief Operating Officer will meet at least quarterly to review the following high level metrics as key indicators:

- First Call Problem Resolution Rate
- Responsiveness to Critical Needs
- Agency Key Business Application Availability as Identified in this SLA
- Agency Customer Satisfaction

In addition to the quarterly review of measures the DCC and DTS Executive Director/CIO will meet annually to review DTS performance levels and to review the performance of the IT Director.

DTS remains committed to helping DCC meet its business objectives and to meeting or exceeding the performance standards achieved in FY-10.

### ACCOUNTABILITY

The IT Director, Jolet Olsen assigned to DCC will:

- Ensure the agency's business and technology services requirements are met.
- Coordinate and negotiate the development of proposed Agency Service Level Agreements (SLA) and ensure concurrence with the SLAs on behalf of the agency.
- Ensure that all DTS services adhere to requirements defined in the SLAs. Track and Report performance and effectiveness of delivered services.
- Ensure Agency projects are defined and completed according to time, budget and scope commitments. Track and Report status of projects using DTS approved methods and tools.

This individual will continue to report to the Executive Director of DTS to ensure easy access for escalation should service delivery not meet expectations. DTS will commit to consulting with DCC for any change or reassignment of the Agency IT Director.

### ENTERPRISE PRODUCTS AND SERVICES

DTS provides approximately 68 enterprise products and services with established rates, descriptions, and service metrics. For more complete information, visit the DTS Web site at [dts.utah.gov](http://dts.utah.gov) select "Services" or call your assigned DTS Customer Relationship Manager or other DTS contact. If you are not sure whom to call, contact the DTS Customer Support Center via the Web or at 801-538-3440 for assistance. The list includes products such as those shown below.

#### Enterprise Products and Services

<b>DTS Enterprise Service Catalog Listing</b>			
<b>Number</b>	<b>Division</b>	<b>Product Description Title</b>	<b>X</b>
3131.07.11	Administration	Rules/Policies/Procedures	X
6011.01.11	AGRC	TURN GPS Network	
6011.07.11	AGRC	SGID	
6011.08.11	AGRC	GIS Application For Agencies	
6011.09.11	AGRC	GIS Web-Based Applications	X
6011.11.11	AGRC	Utah GIS Portal	
6012.02.11	AGRC	Regular Plots (AGRC)	
6012.03.11	AGRC	Mylar Plots (AGRC)	
6012.05.11	AGRC	GIT Data Support (AGRC)	
6012.06.11	AGRC	GIT Professional Labor (AGRC)	
6019.01.11	AGRC	GIT Training (AGRC)	
2321.01.11	Desktop Services	Desktop Services	X
2321.02.11	Desktop	GroupWise Enterprise Services	X
2762.01.11	Desktop Services	Enterprise Service Desk	X

<b>DTS Enterprise Service Catalog Listing</b>			
<b>Number</b>	<b>Division</b>	<b>Product Description Title</b>	<b>X</b>
2362.01.11	DTS Security	Enterprise Information Security	X
3134.03.11	Finance	DTS Training Center Administration	
3121.01.11	Finance	DTS Finance Products	
3122.01.11	Finance	DTS Equipment Inventory System	X
3131.01.11	Finance	Agency Contracts	X
3131.06.11	Finance	Purchasing	X
3132.02.11	Finance	Master License Agreements	X
2312.02.11	Hosting	Enterprise Hosting Services	X
2724.01.11	Print	High Speed Laser Printing	
2724.02.11	Print	Other Print Services	
2132.02.11	Project Management Office	Project Management	
2621.02.11	Solutions Delivery	Application Maintenance	
2621.03.11	Solutions Delivery	Web Development and Graphic Design	
2623.01.11	Solutions Delivery	Acceptance Testing	
2651.01.11	Solutions Delivery	Database Hosting Consulting	
2652.01.11	Solutions Delivery	Shared Oracle Hosting (Linux)	
2728.01.11	Solutions Delivery	Shared SQL Server Database	X
2531.01.11	Storage	Qualified Dedicated Storage	
2533.01.11	Storage	Disk Storage - Mainframe	X
2534.01.11	Storage	Mainframe Tape (including migrated)	X
2535.01.11	Storage	Backup & Restore Services	X
2536.01.11	Storage	SAN Storage	X
2372.01.11	TELCOM	Phone Tech Labor Telephony	
2412.01.11	TELCOM	Voice Monthly Service (URATE)	X
2413.01.11	TELCOM	Voice Mail	X
2416.01.11	TELCOM	Auto Attendant	
2417.01.11	TELCOM	Call Management System	
2424.01.11	TELCOM	Long Distance Service	X
2424.02.11	TELCOM	Long Distance Service Access Charge	
2424.03.11	TELCOM	International Long Distance	
2427.01.11	TELCOM	1-800 Service	
2427.02.11	TELCOM	1-800 Service - Advanced Features	
2428.16.11	TELCOM	Video Conference	
2412.04.11	TELECOM	Audio Conferencing	
2385.01.11	WAN	DSL Remote Access	
2382.01.11	WAN	Network Services	X
2382.05.11	WAN	Network Services Non-State	
2392.01.11	WAN	Wiring Design and Consulting	
2353.01.11	Wireless	Radio Repair Labor	
2354.02.11	Wireless	Install Bay Labor	
2382.04.11	Wireless	802.11 Wireless Services	
2432.01.11	Wireless	Microwave Maintenance Labor	
2432.02.11	Wireless	Tower Labor	
2433.01.11	Wireless	Communication Sites	

DTS Enterprise Service Catalog Listing			
Number	Division	Product Description Title	X
2434.01.11	Wireless	State Radio System (SRS) Note: LES not included in PD.	
2439.01.11	Wireless	Misc. Data Circuits	

## SECURITY AND CONFIDENTIALITY

All DTS staff that performs work for DCC will be subject to the same confidentiality requirements expected of DCC agency employees. DTS staff whose primary work location is a DCC facility will submit to the confidentiality requirements of agency staff, including signing of confidentiality agreements and participation in related training.

Further, all DTS staff assigned to provide services to DCC will complete a background check. The results of the background check must meet or exceed the requirements of DCC.

### Change Management

Standard DTS Change Management processes apply to all products governed by this agreement.

### Security Infrastructure

DTS provides basic security services which include perimeter firewall protection, intrusion detection, whole disk encryption, secure email, anti-virus, anti-spyware, web content filtering, and monitoring and notification for the State of Utah wide area network.

### Rates and Billing

All products for which standard rates have been established will be billed in accordance with the current Enterprise Service Rates as established by the DTS Rates Committee. Placement of an order or a request for, or acceptance of, delivery of a standard product or service by DCC constitutes an agreement to abide by the terms of the associated product description, including billing. Acceptance of such an order or request by DTS constitutes an agreement to provide the product or service as described in the associated product description. All other products will be provided and billed in accordance with a negotiated Memorandum of Understanding (MOU), Special Billing Agreement (SBA), or other agreement. Billing will continue until the agency enters an order to terminate the service with an effective date or until the agreement's end date is reached.

### Purchasing

Pursuant to Utah Code Authority 63F-1-205/206 and DTS Rule R895, the Chief Information Officer (CIO) has supervision and control over all Information Technology contracts and purchases for the executive branch agencies. The CIO may delegate the authority to make small purchases to the agencies, but this delegation must be in writing

and may be limited as directed by the CIO. In order to comply with this mandate all IT purchases must be implemented via the DTS purchasing process in Remedy.

**Service Desk**

In order to track, report, and improve DTS support to the agencies it is necessary for all requests and/or incidents to be made through DTS' enterprise service desk.

**DEPARTMENT OF TECHNOLOGY SERVICES RESPONSIBILITIES**

The Department of Technology Services agrees to:

- Arrange, approve, and provide all in-state and out of state travel for DTS employees.
- Provide current expense items for DTS staff assigned to DCC. This includes the replacement of furniture, telephones, printers, fax machines, and office supplies (excluding office space, which will be provided by the agency).
- Provide and maintain DTS employees with desktop and/or laptop computers, monitors, and peripheral equipment, including a desktop standard configuration for each work station, and software tool kit as required by the business needs of the agency.
- Provide training for DTS employees.
- Reimburse the Agency up to \$200 per employee / per year for office supplies provided by the Agency and consumed by a DTS employee.

**DCC RESPONSIBILITIES**

DCC agrees:

- To provide office space for DTS personnel at the work location. The work location of DTS personnel will not be subject to change by the agency without a duly signed written agreement between the agency and DTS. All DCC furniture, computers, monitors, telephones, printers, fax machines, phone lines, LAN lines, and office supplies currently used to support DTS employees will remain available to DTS employees.
- To maintain close contact with the DTS IT Director assigned to the agency to help coordinate efficient DTS services within the agency.

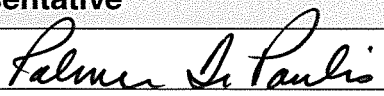
- That all DCC specific desktop computer hardware and software that is not related to a DTS employee desktop standard configuration or DTS employee software tool kit will be billed to the agency as a "pass through" expense.
- To provide space and accommodations for DTS employees' file, print, and storage requirements.


**VERIFICATION AND AGREEMENT**

The Department of Technology Services and DCC agree that this Service Level Agreement, together with the associated product descriptions and other associated agreements, if any, constitute a binding agreement between both parties for the specified products and related services. The Department of Technology Services agrees to provide the specified services for DCC as specified in the version of the product description current as of the date of this agreement, at the established rates, and for the period specified. DCC agrees to pay for the services as specified.

**Termination or Amendment**

This agreement may be terminated only by mutual agreement. It may be amended if changes in circumstances warrant. Notice of intent to terminate this agreement or to negotiate amendments must be provided in writing to the other party at least 60 days in advance.

<b>Agency Representative</b>			
Signature:		Date:	5/24/10
Name (Printed):	Palmer DePaulis	Title (Printed):	DCC Executive Director

<b>DTS Representative</b>			
Signature:		Date:	8/27/10
Name (Printed):	J. Stephen Fletcher	Title (Printed):	CIO/DTS Executive Director